

AMENDMENTS TO THE SPECIFICATION:

Please replace paragraph [0052] with the following paragraph:

[0052] In calculating staff availability, the capacity planning system 150 accesses staff information from employee database 108 and calendar information from the calendar database (Steps 313 and 314). After such information is obtained, the capacity planning system 150 calculates staff availability and optionally extended staff availability (Step 315 305). In Step 321, the capacity planning system 150 compares the work volume staff availability, and generates a capacity report as discussed above (Step 322).

Please replace paragraph [0056] with the following paragraph:

[0056] Area 404 lists the required Support Function hours including report retrieval, data updates, and testing and document retrieval. In Fig. 4b, area 405 shows the total number of hours needed to perform support functions. For September, the total hours for support function are 399 hours, which is comparable to the work hours of 2.7 full-time employees (FTEs). Areas 406, 407, 408, 409 show the hours lost due to staff outage and performing managerial functions, respectively. In Fig. 4c, area 410 shows the total number of work hours needed for functions other than performing the subtasks. The number is obtained by adding the hours lost due to staff outage (area 407) and managerial functions (area 409). Area 412 includes information related to total hours needed to perform the subtasks (area 403) and support functions (area 405). In this example, the total work hours needed for September 2003 is 2100 2150 hours (1710 hr + 390 hr). Area 414 indicates that the total work hours needed for September 2003 are comparable to the work hours of 14.3 full-time employees (FTEs).